

## QSAC - HUMAN RESOURCES - APPENDIX A

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Is your library staffed by people who are dedicated to service and motivated by a desire to serve the public in a competent, efficient, and friendly manner? The employment of qualified personnel is the most vital responsibility of the board and library administration. This section seeks to ensure that library administration select and train people who are dedicated to quality service.

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### A. EMPLOYEE MANUAL

A complete employee manual is an important part of human resources management. The Genesee District Library has provided a copy of their employee handbook. Genesee has achieved QSAC Excellent status and the handbook is one example of excellent human resources management.

[Genesee District Library Employee Handbook](#)

[Kent District Library Policy Manual](#)

Suggested topics for library personnel policies and/or handbooks:

- ADA accommodation
- Affirmative action
- Anti-harassment
- [Certification at the Library of Michigan](#)
- Classification schedule
- Computer and Social media use
- Conduct at work
- Continuing education
- Discharge procedures
- Disciplinary actions
- Emergency closing
- Employee Handbook Samples
  - [St. Charles, MO District Library](#)
- Employment at Will statement
- Equal employment opportunity provision
- Evaluation procedures
  - [Municipal Research and Service Center of Washington: Personnel Performance Evaluations](#)
  - [New Jersey State Library: Library Director Performance Appraisal](#)
- Grievance procedures
- Health benefits

- Hiring practices
- Hours of work and Overtime
- Interview Questions
  - [Frequently Asked Interview Questions](#) from the College of Communication and Information at Florida State University
- Job descriptions
  - [ALA: Sample Job Descriptions](#)
  - [LibrarySupportStaff.com: Library Jobs: Descriptions and Classifications](#)
  - Massachusetts Library System [Job Descriptions Collection](#)
- Job Descriptions for Trustees
  - [Free Management Library: Sample Job Descriptions for Members of Boards of Directors](#)
  - [Pine Plains Free Library Job Description: Library Trustee](#)
  - [ASCLA Library Cooperative Board Member Roles and Responsibilities](#)
- Leave of absences, paid and unpaid (Vacation, Family leave, Sick leave, Holidays, Jury duty, Compassionate leave, Administrative leave)
- Life insurance
- Nepotism
- Organizational chart
- Personnel records
- Probationary period
- Promotion
- Recruitment
- Retirement
- Salary schedule
- Staff competencies
  - [LibrarySupportStaff.com: Library Staff Competencies](#)
  - [Youth Services: Librarians Roles and Competencies](#)
  - [New Jersey Library Association: Personnel and Salary Guide](#)
- Staff development and training
  - [Library Support Staff Resource Center](#) from the American Library Association
- Staff Levels
  - [Colorado State Library - Public Library Standards, Personnel](#)
  - [Staffing for Public Libraries](#)
- Travel expenses
- Trustee training
  - [Library of Michigan: For Public Library Trustees](#)
  - [KY Department for Libraries and Archives: Trustee Training Tips](#)
  - [Wisconsin Division for Libraries: Trustee Training Modules](#)
  - [Library of Michigan: Trustee Manual](#)
  - The Successful Library Trustee Handbook by Mary Moore. Chicago: ALA, 2010.
- Volunteers
  - [Capital Area District Library: Library Volunteer Application Form](#)

- [Chippewa River District Library: Volunteer Policies and Forms](#)
- [Greenfield Public Library: Volunteers](#)
- Managing Library Volunteers by Preston Driggers and Eileen Dumas. Chicago: ALA, 2011.
  - Duties and any limitations
  - Friends groups
    - [Association of Library Trustees, Advocates, Friends and Foundations](#)
    - [Friends of Michigan Libraries](#)
  - Recognition and awards
  - Recruitment and selection
  - Roles and responsibilities
- Worker's compensation
- Working conditions and standards
  - Samples of many policies can be found at the following Web sites:
  - [Municipal Research and Services Center of Washington: Personnel \(Human Resources\)](#)
  - [SJSU Career Development](#)

Note: All employee information guides or personnel policies should be reviewed by the library's attorney.

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## **B. EMPLOYEE ORIENTATION**

Aside from the specifics of the particular job, an orientation programs contains the following items:

- Introduction to the library's mission statement, philosophy, goals, and services;
- Instruction on how the employee's position fits into the above;
- If applicable, explanation on how the library works with other branches of government;
- Customer training sessions;
- Library policies and procedures
- Organizational chart;
- Tour and map of the physical facility;
- Introduction to other staff;
- Telephone system training;
- Emergency and security policies including emergency telephone numbers
- Work schedule;
- Parking;
- Training in specific job duties, including training to assist patrons in the use of available electronic resources.

Some libraries assign a more experienced employee, a "buddy," to a new employee for the first month of service.

New Hire Training Materials from the Kent District Library

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## C. RESOURCES

- Records Retention – Employee Records. [Michigan Public Libraries](#). Records Retention Schedule from the Records Management Services, Department of Technology, Management and Budget, State of Michigan.
- Developing a Compensation Plan for Your Library by Paula Singer. Chicago: ALA, 2002.
- Human Resources for Results: The Right Person for the Right Job by Jeanne Goodrich and Paula Singer. Chicago: PLA 2007.
- [A Library Board's Practical Guide to Finding the Right Library Director](#) by Detroit Suburban Librarians' Roundtable Succession Planning Committee. 2005.
- Staffing for Results: A Guide to Working Smarter by Diane Mayo and Jeanne Goodrich. Chicago: PLA, 2002.

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[Library of Michigan](#)

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